

## § 102-117.240

- (1) Name of employee;
  - (2) Origin city, county and State;
  - (3) Destination city, county, and State;
  - (4) Date of household goods pick up;
  - (5) Estimated weight of shipments;
  - (6) Number of days storage-in-transit (if applicable); and
  - (7) Other relevant data.
- (c) For more information on cost comparisons contact:

General Services Administration  
Federal Supply Service  
1500 Bannister Road  
Kansas City, MO 64131  
<http://www.kc.gsa.gov/fsstt>

NOTE TO §102-117.235(c): GSA may charge an administrative fee for agencies not participating in the CHAMP program.

### **§ 102-117.240 What is my agency's financial responsibility to an employee who chooses to move all or part of his/her HHG under the commuted rate system?**

(a) Your agency is responsible for reimbursing the employee what it would cost the Government to ship the employee's HHG by the most cost-effective means available or the employee's actual moving expenses, whichever is less.

(b) The employee is liable for the additional cost when the cost of transportation arranged by the employee is more than what it would cost the Government.

NOTE TO §102-117.240: For information on how to ship household goods, refer to the Federal Travel Regulation, 41 CFR part 302-7, Transportation and Temporary Storage of Household Goods and Professional Books, Papers, and Equipment (PBP&E).

[65 FR 60061, Oct. 6, 2000, as amended at 75 FR 51394, Aug. 20, 2010]

### **§ 102-117.245 What is my responsibility in providing guidance to an employee who wishes to use the commuted rate system?**

You must counsel employees that they may be liable for all costs above the amount reimbursed by the agency if they select a TSP that charges more than provided under the Commuted Rate Schedule.

## 41 CFR Ch. 102 (7-1-11 Edition)

### **§ 102-117.250 What are my responsibilities after shipping the household goods?**

(a) Each agency should develop an evaluation survey for the employee to complete following the move.

(b) Under the CHAMP program, you must counsel employees to fill out their portion of the GSA Form 3080, Household Goods Carrier Evaluation Report. This form reports the quality of the TSP's performance. After completing the appropriate sections of this form, the employee must send it to the bill of lading issuing officer who in turn will complete the form and forward it to:

General Services Administration  
National Customer Service Center  
1500 Bannister Rd.  
Kansas City, MO 64131  
<http://www.kc.gsa.gov/fsstt>

[65 FR 60060, Oct. 6, 2000; 65 FR 81405, Dec. 26, 2000]

### **§ 102-117.255 What actions may I take if the TSP's performance is not satisfactory?**

If the TSP's performance is not satisfactory, you may place a TSP in temporary nonuse, suspended status, or debarred status. For more information on doing this, see subpart I of this part and the FAR (48 CFR 9.406-3 and 9.407-3).

### **§ 102-117.260 What are my responsibilities to employees regarding the TSP's liability for loss or damage claims?**

Regarding the TSP's liability for loss or damage claims, you must:

(a) Advise employees on the limits of the TSP's liability for loss of and damage to their HHG so the employee may evaluate the need for added insurance;

(b) Inform the employee about the procedures to file claims for loss and damage to HHG with the TSP; and

(c) Counsel employees, who have a loss or damage to their HHG that exceeds the amount recovered from a TSP, on procedures for filing a claim against the Government for the difference. Agencies may compensate employees up to \$40,000 on claims for loss and damage under 31 U.S.C. 3721, 3723 (41 CFR 302-8.2(f)).